

# **APPENDIX**

## **CUBR Customer Information Standards**

### **II. CUSTOMER INFORMATION**

To facilitate retail access, the Utilities (or functional equivalents) must provide account-specific information to the Suppliers at two stages -- pre-enrollment and enrollment. While the process for releasing Customer Information at the enrollment stage is identical for all customers, there are two distinct processes depending on the customer class for releasing account-specific information at the pre-enrollment stage, which includes the period before the market opens for retail access. In addition to requiring Suppliers to comply with the applicable consumer protection laws, the following describes the process for releasing Customer Information to Suppliers, as well as the specific information that should be released.

#### **Pre-Enrollment (Including Pre-Market Opening)**

##### **A. Residential and Small Commercial Customer Information**

The release of customer information for residential and small commercial customer classes is important to all stakeholders. Verification of information received from customers against correct data reduces errors and costs for the Utility (or functional equivalent) and the Supplier. In addition, there are fewer customer complaints generated from the use of incorrect or outdated information during the enrollment transactions. Experience has shown the release of such information reduces barriers to entry and establishes a level playing field that promotes competition and choice. The

use of verified, correct information also reduces the need to delay the customer's enrollment by rechecking data, as well as avoiding a situation where the customer is dropped due to incorrect data. Access to current customer information streamlines customer interactions by providing the customer the option to enroll with a Supplier of their choice using the most convenient information available since the Supplier can cross-reference and verify against current data. Utility customer service costs are reduced by not having to support the need to verify or provide account numbers to customers.

**1.** Unless specifically restricted by a customer or its agent, *via* the applicable regulatory authority-approved mechanism, the following information shall be released to authorized Suppliers for all residential and small commercial customers:

- a.** Name;
- b.** Billing address;
- c.** Service address;
- d.** Utility account number;<sup>(1)</sup>
- e.** Service Delivery Point Identifier (if available);
- f.** Telephone number;
- g.** Rate class and sub-class (if applicable);
- h.** Rider (if applicable);
- i.** Load Profile reference category;
- j.** Universal Identifier (if available);
- k.** Meter type;
- l.** Interval meter data indicator;
- m.** Budget bill indicator;

**n.** Meter read date or schedule;

**o.** The most recent thirteen (13) months of historical usage data (data used for billing determinants, including, if applicable, monthly metered usage, usage (kilowatts or decatherm), energy (kilowatthours), and maximum daily quantity (MDQ)) and metered interval usage, when available; and

**p.** Any other pertinent customer information, *e.g.*, congestion zones or gas pools.

**2.** The Utility (or functional equivalent), in conjunction with the applicable regulatory authority-approved education materials, shall issue a post-card, inclusive of two (2) negative check-off boxes, to all residential and small commercial customers, by which a customer may restrict certain information about its account. The customer shall be able to restrict the release of its telephone number or the release of any account-specific information by affirmatively checking one of the aforementioned boxes.

Example of a negative check-off box:

\_\_\_\_\_ I do NOT wish to have my telephone number released to authorized Suppliers.

\_\_\_\_\_ I do NOT wish to have any of my account-specific information released to authorized Suppliers.

**3.** Any restrictions of the information above may occur only as a result of individual customer action. The post-cards should advise customers that if they do not allow their information to be released, the offers from Suppliers may be limited. Proof of any restrictions must be retained by the Utility (or functional equivalent) in accordance with the applicable regulatory authority-approved mechanisms.

**4.** Residential and small commercial customer information shall be provided *via* an eligible customer information list, updated by the Utility (or functional equivalent) on a weekly basis to reflect any changes in customer information. The eligible customer information list shall be available only to authorized Suppliers. The list shall be provided on the Utility's (or functional equivalent's) "secured" website or other electronic means mutually agreeable between the individual Supplier and Utility.

**5.** The Supplier shall be provided access to load profile information for all classes and subclasses of residential and small commercial customers.

## **B. Large Commercial and Industrial Customer Information**

**1.** The following information shall be released to Suppliers for large commercial and industrial customers upon proper customer authorization from the customer or the customer's agent:

- a.** Name;
- b.** Billing address;
- c.** Service address;
- d.** Utility account number;<sup>(2)</sup>
- e.** Service Delivery Point Identifier (if available);
- f.** Telephone number;
- g.** Rate class and sub-class (if applicable);
- h.** Rider (if applicable);
- i.** Load Profile reference category;
- j.** Universal Identifier (if available);
- k.** Meter type;
- l.** Interval meter data indicator;

**m.** Budget bill indicator;

**n.** Meter read date or schedule;

**o.** The most recent thirteen (13) months of historical usage (data used for billing determinants, including, if applicable, monthly metered usage, usage (kilowatts or decatherm), energy (kilowatthours), and maximum daily quantity (MDQ)) and metered interval usage, when available; and

**p.** Any other pertinent customer information, *e.g.*, congestion zones or gas pools.

**2.** Customer authorization may be provided in written, electronic, or verbal form as long as the proof of authorization is properly retained by the Supplier for a period of two (2) years.

**3.** The request for customer information shall be submitted to the Utility (or functional equivalent) by the Supplier *via* the appropriate SET protocol, if it has been developed, tested and implemented. As stated above, the Supplier must have customer authorization for certain customer classes to request account-specific information and the level of customer authorization would need to be indicated in the request. If the SET protocol is not available, then the request should be submitted by the Supplier with the appropriate customer authorization to the Utility (or functional equivalent) *via* the standard Customer Information Release Form. See Exhibit 1 for a Sample Customer Information Release Form. These provisions do not preclude the customer from requesting the information directly from the Utility.

**4.** The above-listed information shall be provided by the Utility (or functional equivalent) to the Supplier within one (1) business day of the Supplier's request, *via* the appropriate SET protocol, if it has been developed, tested and implemented. As an interim measure, if the SET is not yet available, then the information shall be provided electronically *via* a standardized comma separated value (CSV) file.

**5.** Large commercial and industrial customer information shall be provided to Suppliers on an individual meter basis. The Supplier shall be provided access to load profile information for all classes and subclasses of large commercial and industrial customers.

1. <sup>1</sup> If the Utility account number changes, the Utility (or functional equivalent) is responsible for maintaining the old Utility account number for ninety (90) days.

2.

<sup>2</sup> If the Utility account number changes, the Utility (or functional equivalent) is responsible for maintaining the old Utility account number for ninety (90) days.